



Department of Code Enforcement

Indianapolis

Gregory A. Ballard, Mayor

Citizens Energy Group to Take Over Sewer Permitting

On August 26, 2011, Citizens Energy Group acquired the Indianapolis Sanitary Sewer Collection and Treatment System. The transfer of the sanitary sewer permitting process is the final phase of this acquisition. Beginning October 1, 2013, Citizens will be responsible for the sewer line lateral and sewer main construction and permitting services currently being provided by the City of Indianapolis, Department of Code Enforcement.

On October 1, 2013, Citizens Energy Group will:

- Accept Applications and Documents
- Review Applications
- Accept Fee Payments
- Issue Applicable Permits
- Perform Inspection Services

Sanitary Sewer Permit applications (forms), associated files and drawings, and the permit issuance will be managed on-line through a Citizens Energy Group Customer Web Portal. All fees, such as application payments, will be accepted by use of Credit Card or eCheck through the Web Portal. There will not be any significant changes in the fee amounts associated with the sanitary sewer permitting process. In addition to the on-line application process, applicants may apply by telephone or fax through Citizens' Business Contact Center. The "Walk-In" process for the submittal of sanitary sewer permits is being eliminated.

The published Web portal link, Business Contact Center telephone number and fax number will be available shortly. Please check the Citizens Energy Group website at www.citizensenergygroup.com for updated information as it becomes available. Thank you in advance for your cooperation as we move forward through this final phase.